

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	November 17, 2015
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026	Start Time:	10:30am
		Adjournment:	11:50am
Chair & Co-Chair:	Chair – Kary To, LACDMH; Co-Chair – Lisa Harvey, Para Los Ninos		
Members Present:	<ul style="list-style-type: none"> Alyssa Bray Brooke Slusser Carmen Chacon Carmen Vargas Charlotte Bautista Christina Kubojiri Diego Ramirez Donetta Jackson Dora Escalante Ed Vidaurri Erica Melbourne Francisca Ran Francisco Carrillo Frankie Nixon Jacqueline Georgian Jennifer Garcia Jennifer Rafeedie Joana Rodriguez Jose Guerra Jose Reyes Kathy Saucedo Laura Jimenez Laura Renager Lisa Harvey Malcolm Clayton Maribel Nieves Martha Arechiga Marisa Martinez Michael Olsen Michelle Culver Nahara Martinez Naomi Arellano Patricia Perez Phachara Sujirapanya Phil Wong Raul Velasquez Samantha Moss Sara McSweyn Silvia Yan Socorro Gertmenian Stacy Tang Susan Izakelian Tonia Amos Jones Veronica Chavez 		
Members Absent:	<ul style="list-style-type: none"> AIDS Project Los Angeles Alma Family Services Amanecer Comm. Counseling Svs Behavioral Health Services Children's Bureau of So. California Exodus Recovery Filipino-American Services Groups Hathaway-Sycamores C&FS IMCES Koreatown Youth & Comm. Center Korean American Family Services L.A. Gay & Lesbian Center Mental Health America Northeast Mental Health Center Pacific Clinics Travelers Aid Society of L.A. 		
Introductions:	Members present introduced themselves.		
Minutes Approval:	Minutes from the October 20, 2015, meeting were e-mailed to attendees prior to this meeting. Minutes were approved, however some corrections were e-mailed to the Co-Chair after the meeting and will be made to the 10-20-15 minutes.		
Announcements:	<ul style="list-style-type: none"> Ed Vidaurri announced that SA 4 QIC – QA Liaison, Anahid Assatourian, had resigned from LACDMH. Kary To will assume this position until a permanent decision is made. Ed Vidaurri also announced that the SA 4 QIC Chair, Alyssa Bray, accepted a new position outside the LACDMH network and had to transition responsibilities quickly. Lisa Harvey is assuming Alyssa's responsibilities. The group heard from Alyssa and expressed their appreciation for her 8+ years of service. Ed Vidaurri asked for volunteers from the group interested in a Co-Chair position assisting Lisa Harvey with SA 4 QIC responsibilities. A brief description of Co-Chair duties was given. If interested, contact Lisa Harvey. 		

Agenda Item	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
Quality Improvement Updates	<p><u>Columbia Suicide Severity Rating Scale (C-SSRS)</u></p> <ul style="list-style-type: none"> • Directly Operated (DO) sites will use this scale & it's in IBHIS • There are Child & Adult versions • L.E.'s (Legal Entities) have permission to use the C-SSRS Safety Plan & supporting documents (they are covered under the LACDMH use agreement) • C-SSRS, when used consistently, has been successful in decreasing the # of suicides. • LACDMH is still working on the P&P, Re: C-SSRS. Not sure if it will be required for L.E.'s or not. L.E.'s are encouraged to review the C-SSRS and tools. • You can view a 30-minute online video on the C-SSRS by going to the link listed on LACDMH Clinical Forms Bulletin # 15-07 dated 9-28-15. <p><u>ACCESS Line Test Calls</u></p> <ul style="list-style-type: none"> • DHCS wants quarterly test call data from MHP's so LACDMH has revised the test call schedule. The 2016 Test Call Schedule was e-mailed to attendees. • LACDMH found that in prior test call administrations some test calls weren't counted because the caller didn't complete all fields on the form. Examples given were missing name of caller and/or missing name of the beneficiary. <p><u>ACCESS Line</u></p> <ul style="list-style-type: none"> • About 2-weeks ago the ACCESS Line started taking DHS urgent & non-urgent appointment requests. Overall call volume has gone up, some of which may be seen by L.E.'s via referrals/SRTS. • One L.E. provider (in the Departmental QIC Meeting) raised a concern that these SRTS requests come in as "closed" (?) which could result in providers overlooking them or not being able to update them in SRTS. LACDMH will look into this. <p><u>Service Provider Info – Language & Cultural Needs</u></p> <ul style="list-style-type: none"> • Update provider info in Provider Directories. When some agencies were contacted for specific language (Ex: American Sign language) listings were inaccurate or outdated. Providers need to meet the language/cultural needs of hearing impaired clients per LACDMH P&P 200.02 – Hearing Impaired Mental Health Access. 	<ul style="list-style-type: none"> • SA 4 QIC leadership will notify providers when LACDMH finalizes the P&P on use of the C-SSRS • No action needed in SA 4 until scheduled test call period in May & June 2016. • No action needed, but want providers to be aware and actively review SRTS referrals, keep info and dispositions updated. • Providers encouraged to review the language & cultural needs information listed for their entity and/or sites to ensure info is current and accurate. • Providers to review LACDMH P&P 200.02 	Lisa Harvey

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<p>Quality Improvement Updates</p> <p>-continued-</p>	<p><u>Service Provider Info – Language & Cultural Needs</u></p> <ul style="list-style-type: none"> Ed Vidaurri recognizes that SA 4 may have the widest range of language needs, but not many staff know American Sign language. Ed encouraged providers to make sure their language/cultural information is up-to-date in directories and to talk to your staff, you may discover proficiencies you didn't know about. If using the ACCESS Center for translation with deaf or hearing impaired, you have to plan 4-days in advance according to P&P 200.02. A provider raised the point that sign language is slightly different dependent on the language you're signing for. She wondered if LACDMH could create a specialty unit for meeting this need? Ed encouraged more info on how often sign language is needed or requested. <p><u>QI Project Update – Mental Health & Spirituality</u></p> <ul style="list-style-type: none"> Spirituality & Mental Health presentations have been conducted at SA QIC meetings by Leticia Ximenez. There are group tools, special community groups (i.e.: clergy) and other helpful info for those interested. Leticia is also willing to do the training at your site, if interested you can contact her directly using her e-mail: (Leticia Ximenez) LXimenez@dmh.lacounty.gov <p><u>Annual Beneficiary Grievance/Appeal Report for FY '14-'15</u></p> <ul style="list-style-type: none"> Report was e-mailed to attendees prior to today's meeting. Approx. 391 grievances received, but only one was appealed. Lots of NOA's sent, but very few appealed. DHCS looking closely at the following areas: Accessibility of Services, Timeliness of Services, ACCESS Line, Linguistic services, and Cultural appropriateness. 		<p>Lisa Harvey</p>

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<p>Quality Improvement Updates</p> <p>-continued-</p>	<p><u>Request for Change of Provider – lobby/wait room materials</u></p> <ul style="list-style-type: none"> Request for Change of Provider P&P is being revised. Patient's Rights Office (PRO) went back and reviewed what regulations actually require. Martin Hernandez from PRO stated in the Departmental QIC meeting on 11-9-15 that providers were no longer required to have the Request for Change of Provider forms in their lobbies/waiting rooms, BUT...the form needs to be available upon the request of a consumer or family member. PRO cautioned that if you have the Request to Change Provider materials posted in your lobbies/waiting rooms then you need to have it in all 12 threshold languages. Martin said this had come up in recent Medi-Cal certifications, but that it shouldn't be a problem now (if you remove them from the waiting room). <p><u>LACDMH STATS Meetings & Data</u></p> <ul style="list-style-type: none"> State reviewers felt QIC Chairs should have access to info from the LACDMH STATS (STATS = Strategies for Total Accountability & Total Success) meetings. This info will be made available to QIC Chairs (for D.O.'d staff, not L.E.'s). <p><u>MHSIP Surveys</u></p> <ul style="list-style-type: none"> Survey period is November 16 – 20, 2015. MHSIP trainings were conducted in October & November. Survey forms, info, training PowerPoint, and FAQ's are available on the LACDMH web site. Link is: http://psbqi.dmh.lacounty.gov/Survey_Fall_2015.htm Providers who didn't pick up their pre-printed survey forms by LACDMH can do so today (packets were brought to the meeting & labeled by provider name & number). Definition of a useable survey is...two of the first three questions are completed and client's IS #/CIN number is on each page. Reviewed instructions for returning completed surveys to LACDMH, SA 4 administration. Please turn them in early. It allows Ed's staff time to review them & contact providers with any issues that need action. One provider stated it would be nice if the Older Adult survey form was available in Large Print. 	<ul style="list-style-type: none"> Will wait for revised P&P for Change of Provider to be finalized and inform attendees when done. Applies to LACDMH staff only. SA 4 Providers chosen for survey administration to return completed surveys & tally sheets to SA 4 administration unit by or before 12-23-15 (unless other arrangements approved by LACDMH). Reminded providers of SA 4 administration staff, Jacqueline G. & Linette W. Will forward Large Print feedback to Departmental QIC leadership. 	<p>Lisa Harvey Kary To</p> <p>Lisa Harvey Tonia Amos Jones</p>

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<p>Quality Improvement Updates</p> <p>-continued-</p>	<p><u>Cultural Competency Committee</u></p> <ul style="list-style-type: none"> Next CCC meeting is on 12-9-15, 1:30-3:30pm at 550 S. Vermont, L.A. This is their annual retreat meeting & will decide on areas of focus for 2016, elect Chairs & Co-Chairs. Can also participate by conference call. <p><u>Policy Updates</u></p> <ul style="list-style-type: none"> "Access to Care" P&P 302.13 is in process and when finalized will replace the "Appointment Scheduling" policy. P&P 302.12 – Walk-in Services is expected to be released in January 2016. <p>*****</p>		Lisa Harvey
Quality Assurance Updates	<p><u>DHCS System Review of Los Angeles County</u></p> <ul style="list-style-type: none"> DHCS system review of Los Angeles County in February & March 2016. <p><u>ICD 10 CM/Diagnosis Codes</u></p> <ul style="list-style-type: none"> LACDMH wants providers to know the difference between "allowable" diagnoses and the Medi-Cal "included" diagnoses lists. "Allowable" list = county has control over this list & it's broader and not limited to just "included" diagnoses (i.e.: includes Z codes). "Included" list = set & controlled by the State. Counties can give feedback, but can't make changes to this list. 0-5 providers should use the DC 0-3R and cross walk the diagnosis to an ICD 10 CM code. <p><u>LACDMH Dual Diagnosis Codes</u></p> <ul style="list-style-type: none"> These are LACDMH specific codes and only used in the IS. The codes are NOT used in IBHIS. <p><u>CTP's and Problem Lists</u></p> <ul style="list-style-type: none"> LACDMH is looking to incorporate a "Problem List" in IBHIS for D.O.'d staff. LACDMH using SNOMED codes (a standard for health industry). LE's are encouraged to learn about SNOMED codes and to check with their EHR vendors because SNOMED codes may already be in their systems. LACDMH making improvements to the CTP in IBHIS for their D.O.'d staff. They're adding the (1) problem list, (2) a mid-range goal [something between the long term goal and short term objectives] and (3) want IBHIS to determine if all required signatures are on a CTP. Hoping to implement these changes in December 2015. 	<ul style="list-style-type: none"> January 2016 SA 4 QIC will have more info on DHCS System Review. 	

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<p>Quality Assurance Updates</p> <p>-continued-</p>	<p><u>Waivers for Psychologists</u></p> <ul style="list-style-type: none"> LACDMH reminding providers who employ unlicensed psychologists that these staff require waivers. For detailed information refer to DMH Letter #10-03 dated 6-16-2010, Subject: Professional Licensing Waiver Requirements. Additional references are Welfare & Institutions Code section 5751.2 and DHCS Form 1739. <p><u>LACDMH QA Division Training Schedule</u></p> <ul style="list-style-type: none"> Refer to schedule e-mailed to attendees prior to this meeting. <p><u>Provider QA Reports</u></p> <ul style="list-style-type: none"> Provider QA Reports were first required in January 2015. This is an annual requirement. The 2016 reports are due by 1-15-16. LACDMH will be e-mailing reminders to providers soon. QA Report – NO CHANGES, then resubmit previous report. QA Report – CHANGES, then submit updated report. <p><u>Exclusion Lists</u></p> <ul style="list-style-type: none"> At QA Liaison's meeting on 11-9-15 Diane Guillory stated that providers should be aware there's more than two lists to check staff against per State requirements. Additional lists not identified. The two known exclusion lists are: Office of Inspector General List of Excluded Individuals/Entities (aka: LEIE) and DHCS Medi-Cal List of Suspended Ineligible Providers. <p><u>QA Liaison's List – being updated</u></p> <ul style="list-style-type: none"> LACDMH's QA Division is updating the QA Contacts List for all SA's & Countywide. Should have revised list by next meeting. Clarified that SA 4 providers can submit questions to Lisa Harvey and/or Kary To. QA Lead for SA 4 is Allen Pouravanes. 	<ul style="list-style-type: none"> Lisa Harvey to follow-up and get information on the additional lists providers are supposed to be checking. Present at January 2016 SA 4 QIC. Provide updated list to attendees at next SA QIC meeting. 	<p>Lisa Harvey</p>

Next Meeting: January 19, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted

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Lisa Harvey, LMFT – Q.A. Manager, Para Los Ninos
SA 4 QIC Co-Chair

Jacqueline Georgian, MPA – Staff Assistant 1
EOB - SA 4 Administration